

**City of San Diego
Independent Rates Oversight Committee (IROC)**

**Public Outreach, Education & Customer Service
Subcommittee Meeting**

**April 6, 2009
8:30 a.m. – 9:30 a.m.**

**Meeting Location:
Metropolitan Operations Complex II, Auditorium
9192 Topaz Way
San Diego, CA 92123
(858) 292-6300**

AGENDA

Agenda Item

1. Non-Agenda public comment*
2. Approval of Minutes from February 2, 2009
3. Current CWA Program for Water Allocations
4. Discussions of the UCAN insert and review of Tom Zeleny's memorandum
5. Discussion on which customers are not receiving bills directly, and how to ensure conservation message gets to families in multi-family buildings (can we work with electric utility to access customers?)
6. Staff update on Water Allocation including the forum and meeting feedback
7. Review of the Annual Report to plan for next year's report – Opportunities to follow up on NR&C, IPR and Conservation Outreach efforts.
8. Possible future Subcommittee Agenda items
9. Public Outreach, Education & Customer Service Subcommittee Member Comments
10. Adjournment

* This portion of the agenda provides an opportunity for members of the public to address the Subcommittee. Comments are limited to three (3) minutes per individual. Please complete a Speaker's Slip in advance of the start of the meeting. For alternative format or disabled accommodations, please call Monica Musaraca at 858-292-6305.